



Online Public Meeting – October 2024

HMICFRS Update

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Open Recommendations and Areas for Improvement (AFIs)



PEEL

- 11 AFIs
- PEEL milestone plan developed
- Working towards finalising all PEEL AFIs by the end of January 2025

Other NYP specific reports

- 11 Recommendations and AFIs
- 2 Recommendations from the National Child Protection Inspection
- 9 recommendations and AFIs from the custody inspection)

National thematic reports

- 43 recommendations and AFIs

Super complaints

- 11 recommendations

Future NYP reports

- Integrity inspection took place week commencing the 1st July – report anticipated in the coming months
- Inspection in Serious and Organised Crime – preparation ongoing

AFI Update



- 11 PEEL AFIs – all aiming to be submitted for sign off Jan / Feb 2025

AFI 1	The force needs to improve how it records crime when antisocial behaviour personal is reported.
Complete	Assurance work conducted to ensure the effectiveness of the recent PCSO education briefings and NPT Sergeant PCSO Niche review process
In Progress	Reality testing with PCSOs to provide assurance of their understanding of crime recording e.g. when ASB personal constitutes a crime.

AFI 2	The force needs to improve how it records equality data.
In Progress	Conduct a mapping exercise of equality data within in force systems
In Progress	Evaluation of the completion of equality data on stop and search forms to identify further areas of improvement.
In Progress	Review of Victim Needs Assessment form and possibilities to mandate the completion of some fields to improve recording of equality data.
In Progress	Force wide comms programme to reinforce the requirement for recording ethnicity data

AFI Update



AFI 3	The force should improve its recording of use of force, particularly the use of handcuffs for stop and search.
Complete	Identify Use of Force champions to perform dip sampling on quality of supervisory reviews
In Progress	Enhance the quality assurance process to ensure that it considers whether the use of handcuffs was needed, recorded and that any learning is shared through the appropriate governance route.
AFI 4	The force should continue its improvement in the speed it answers 999 calls
In Progress	Continue to robustly manage and report on 999 performance through the Force Performance Meeting.
In Progress	Monitor progress against the recruitment plan for Dispatchers to ensure the required staffing level is achieved.
AFI 5	The force should continue its improvements in their initial triage when receiving calls for service.
Complete	Themes and AFCs arising from review of THRIVE+ review progressed through the appropriate governance route for consideration and agreement on how to progress.

AFI Update



AFI 6	The force doesn't consistently achieve appropriate outcomes for victims
In Progress	Complete the roll out of Operation Crystal (Day 2 and Day 3 training delivery) and conduct an evaluation to measure the effectiveness of Op Crystal; ensure that raising investigative standards, improving Case File Quality and improving Victim Care has been achieved (utilising agreed performance indicators/measures).
In Progress	Implement a new question set within QATT (quality assurance thematic testing) process to track Investigation quality in line with the objectives of Op Crystal.
In Progress	Complete a review of all DA (Domestic Abuse) crime with an outcome 16 result (Evidential difficulties (suspect identified; victim does not support or withdraws support)). Any lessons learnt/themes and wider learning to be considered, in order to agree how the learning will be disseminated and implemented forcewide.
In Progress	Conduct an RUI (Released Under Investigation) process review to reduce timescales involving suspects subject to RUI process and improve positive outcome rates.
In Progress	Ensure SOLO (Sexual Offence Liaison Officers) are deployed to all victims of sexual offences to improve the likelihood of sustained engagement and positive outcome.
In Progress	Design the 'crime surgeries' process to offer additional support to front line investigators and complement Op Crystal.
In Progress	Ensure the findings from the internal audit of child protection investigations when an offender is identified and arrested, are considered in conjunction with the findings from the joint Police & Social Care audit of Child Protection investigations once this has concluded.

AFI Update



AFI 7	The force needs to make sure it assesses the needs of all victims so they can be properly supported
In Progress	Continue to review the VNA completion rate to ensure they continue to increase.
In Progress	Victim Satisfaction Survey – progress the development of a youth survey
In Progress	Targeted Victims’ Code dip samples – consideration of conducting separate dip samples for both rape cases & domestic abuse cases.
AFI 8	The force needs to improve the effectiveness of its professional development reviews, which should be consistent across the workforce and valued by all
In Progress	The Origin upgrade will deliver a critical new PDR module to enable many of the changes to the PDR process.
In Progress	Produce updated guidance and direction in respect of the new PDR module.

AFI Update



AFI 9	The force should improve its understanding of why officers and staff are planning to leave.
In Progress	Complete the analysis of the Say to Stay pilot to assess the benefits and how we learn lessons to understand why officers and staff are planning to leave.
In Progress	Utilise the analysis to determine how to embed understanding of Say to Stay across the force.
In Progress	Utilise the analysis to identify other means by which we can seek to understand why officers and staff are planning to leave and maximise retention.
AFI 10	The force does not fully understand its demand which affects its ability to manage demand effectively
In Progress	Mobile technology applications project is undertaking a market assessment process to understand what products are commercially available.
In Progress	ICT are working with the operational functions to define the requirements to fully enable mobile solutions for our officers and staff in the future.

AFI Update



AFI 11	The force needs to develop its organisational change processes and effectively engage with its officers and staff to improve its performance.
In Progress	Planned collaborative consultation on strategic direction and performance measures.
In Progress	Governance review - gap analysis and streamline meeting structures
In Progress	Review of PPMO toolkit to ensure that change delivery includes effective communication and engagement.
In Progress	Head of BDA to work with PPMO Lead to review force approach to identifying, measuring and tracking benefits.